

Fig.1 Group membership

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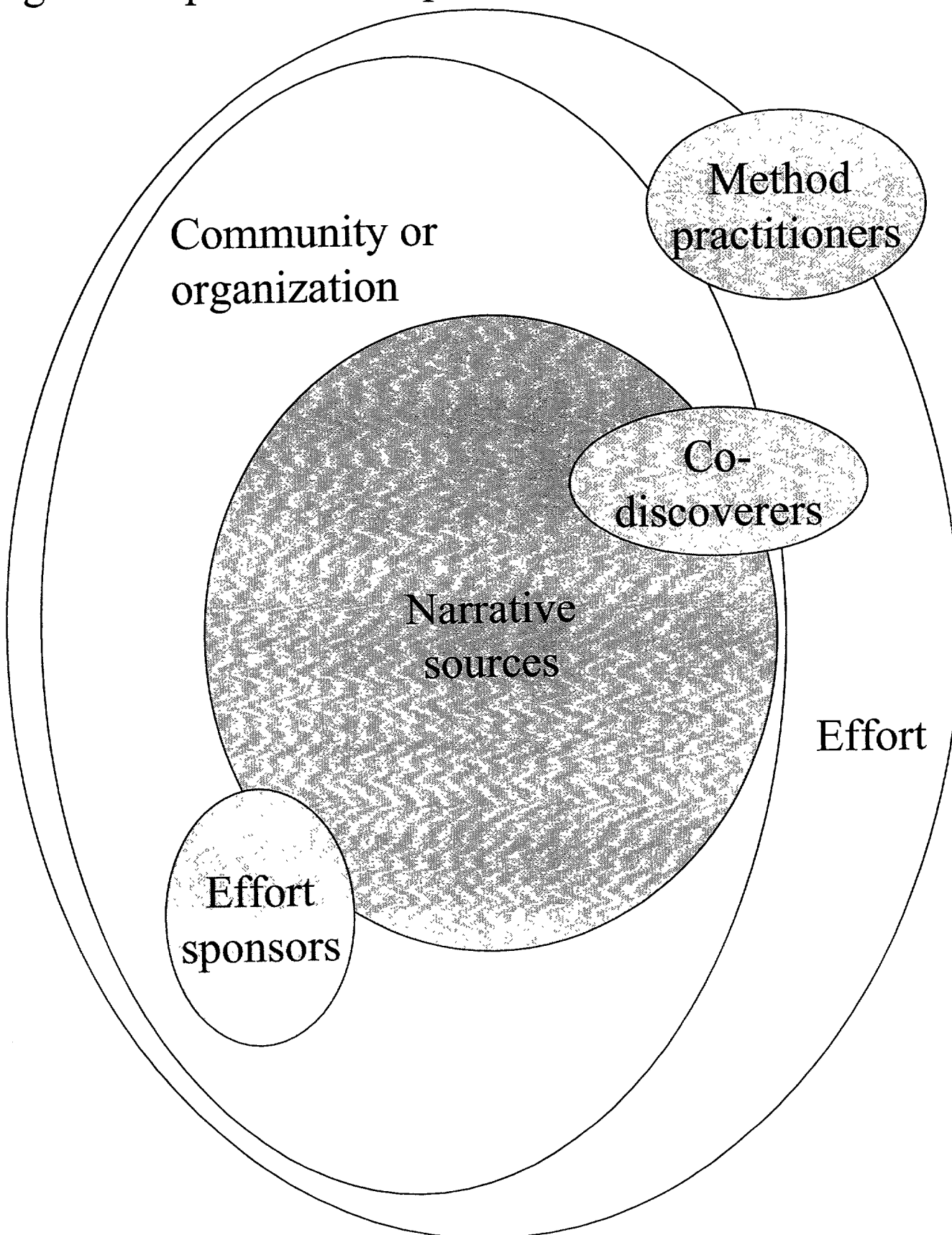


Fig. 2 Information flow during each phase

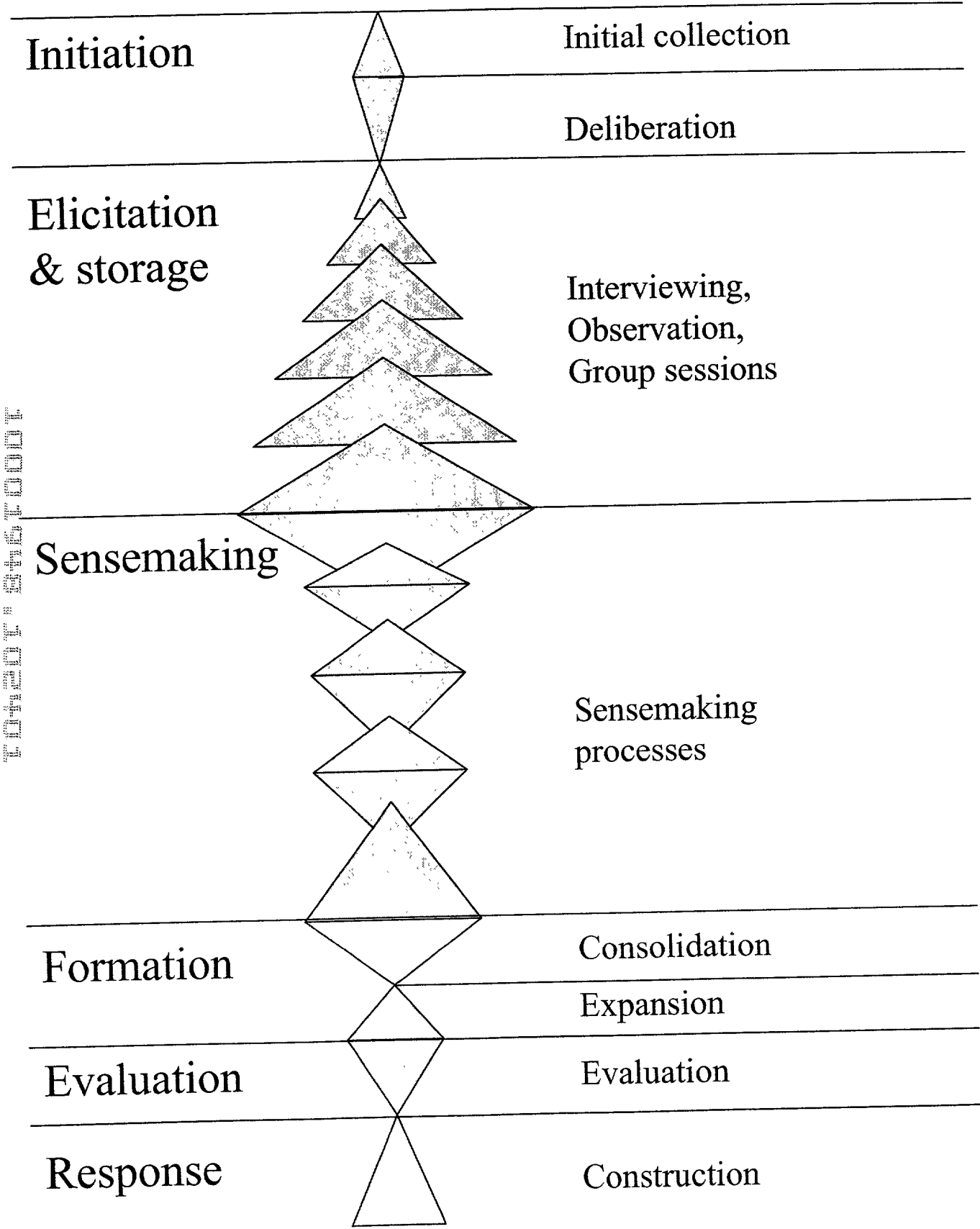


Fig. 3 Outputs of each phase

Initiation	Critical issues, participants, scope, agreements
Elicitation & storage	Narrative material including anecdotes and contextual material stored in structured, searchable, viewable fashion
Sensemaking	Collectively interpreted meaning based on narrative material, emergent patterns, knowledge structures, insights, understandings
Formation	Possible responses grounded in understanding
Evaluation	Suggested responses with benefits, dependencies, measurements
Response	Purposeful stories, narrative repositories and planning artifacts and plans for their use

Fig. 4 Methods used during each phase

Elicitation & storage		Sensemaking		Formation		Evaluation		Response	
Clustering									
Sensemaking models									
Organizing principles									
Attribute listing									
Archetypes									
Disruptive metaphor									
Narrative forms									